

Exhibit 6A contains information regarding the Contract Deliverables (CDLs). The following table provides a list of all CDLs along with the associated due dates. The subsequent pages provide additional detailed information for each CDL.

SDU Contract Deliverables Summary

SDU Contract End of Month	SDU CDL Number	CDL Name
0	IM 002	Implementation Schedule) – Converted to Work Product with CR-3-00008
0	IM 003	Work Breakdown Structure) – Converted to Work Product with CR-3-00008
1	IM 001	Implementation Management Plan
2	IM 005-1	Interface Implementation Description (Version 1)
2	OM 008	Problem Resolution Plan
2	IM 017	Electronic Disbursement Implementation and Management Plan
3	IM 008-1	Interface Test Plan (Version 1)
3	OM 001	SDU Operations Management Plan (First Submission)
3	IM 014	SDU Transition Materials and Approach Plan – name changed with CR-3-000012-01
4	IM 015	SDU Outreach Plan – name changed with CR-3-000012-01
5	OM 004	SDU Quality Assurance Plan
6	OM 006	SDU Security Plan
6	CO 001-1	SDU Collection Procedures (Version 1) – Converted to Work Product with CR-3-00034-01
6	DB 001-1	SDU Disbursement Procedures (Version 1) – Converted to Work Product with CR-3-00034-01
6	OM 005	SDU Disaster Recovery Plan for SDU Services
6	IM 009-1	Interface Test Report (Version 1) – Converted to Work Product with CR-3-00005
6	OM 009	SDU Business Continuity Plan for SDU Services
7	IM 006-1	Operability Test Plan (Version 1)
10	IM 005-2	Interface Implementation Description (Version 2)
8	IM 007-1	Operability Test Report (Version 1) – Converted to Work Product with CR-3-00005
9	OM 010	Schedule of Convenience Fees
11	IM 012	SDU Readiness Review Report
11	OM 007	SDU Security Assessment Report

11	IM 008-2	Interface Test Plan (Version 2)
12	IM 013	SDU Operational Readiness Assessment and Review Report
12	CO 001-2	SDU Collection Procedures (Version 2) – Converted to Work Product with CR-3-00034-01
12	DB 001-2	SDU Disbursement Procedures (Version 2) – Converted to Work Product with CR-3-00034-01
16	OM 001	SDU Operations Management Plan (Second Submission)
SDU Contract End of Month	SDU CDL Number	CDL Name
16	IM 009-2	Interface Test Report (Version 2) – Converted to Work Product with CR-3-00005
17	IM 006-2	Operability Test Plan (Version 2)
18	IM 007-2	Operability Test Report (Version 2) – Converted to Work Product with CR-3-00005
25	IM 010	Turnover Plan (First Submission)
47	IM 010	Turnover Plan (Second Submission)
59	IM 011	Turnover Activity Completion Report
At Request of the State	IM 016	Implementation Assessment Review Report
Varies*	OM 002	SDU Quarterly Performance Report
Varies**	OM 003	SDU Corrective Action Plan

* SDU Quarterly Performance Report is due 5 State business days following the end of each calendar quarter.

** SDU Corrective Action Plan is due 1 month following State QA, federal, or independent audit report.

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 001
2. DELIVERABLE NAME	Implementation Management Plan (IMP)
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	Walkthrough prior to delivery - State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 1 month
8. DATE OF SUBSEQUENT SUBMISSION	6 months after first submission
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 1.1
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The Implementation Management Plan (IMP) shall include planning for Version 1 and Version 2 activities. The IMP shall identify and describe version specific approaches, methods and tools as appropriate. The IMP shall include, but is not limited to, the following content:

- 1) Introduction. This section shall provide a brief overview of the purpose and the scope of the plan, identify any references used to create the plan, and indicate any relationships to other plans and processes.
- 2) Implementation Organization. This section shall describe the organization to a level of detail such that responsibility for work can be discerned. It shall identify roles and responsibilities of each organizational entity and indicate the relationship to State organizations.
- 3) Communication. This section shall explain how the SP will communicate with the State. It shall:
 - a) Specify the communication methods, tools, and techniques to ensure accurate, complete, and timely communication of information to the State.
 - b) Identify all recurring management and technical meetings. This section shall define the purpose, required attendance, and frequency of each meeting.
 - c) Specify the project status and progress metrics to be collected and how that information shall be communicated to the State.
- 4) Schedule Management. This section shall explain how the SP will develop, monitor, and maintain the SDU implementation schedule. It shall:
 - a) Identify specific activities related to schedule management, specify when and how often schedule management activities are performed, identify the organizational entity responsible for schedule management activities, and describe how schedule data is provided to the State.
 - b) Describe the approach to planning and coordinating SDU implementation activities consistent with the CSE System and SDU implementation schedules.
 - c) Identify the major SDU milestones, their dependencies, dates, and entry and exit criteria.
- 5) Risk Management. This section shall explain how the SP will manage risks throughout the implementation. It shall:
 - a) Identify specific activities related to risk management, to include activities related to risk identification, risk assessment, risk mitigation, risk documentation and reporting, and contingency planning.
 - b) Specify when and how often risk management activities are performed, identify the organizational entity responsible for risk management activities, and describe how risks are communicated to the State.
- 6) Issue and Action Item Management. This section shall explain how the SP will manage issues and action items throughout the implementation. It shall:
 - a) Describe the approach, methods, and tools used to identify, document, prioritize, monitor and report issues and action items and their status.

- b) Specify the metrics to be collected to determine status of issues and action items, to include aging data and number of open and closed issues.
 - c) Specify when and how often issue and action item status is determined, identify the organizational entity responsible for issue and action item management activities, and describe how status is communicated to the State. It shall describe how the State is involved in issue resolution and approval.
- 7) Test Management. This section shall explain how the SP will plan, manage, conduct and evaluate testing activities. It shall:
- a) Identify the types of test that are performed and entry and exit criteria for each type of test.
 - b) Describe the testing approach, to include:
 - i) Identification of testing activities, the organizational entity responsible for test management activities, and the composition of the testing team.
 - ii) Identification of testing work products and artifacts (e.g. test cases and test scripts) and the approach to providing State access to testing work products and artifacts.
 - iii) Methods and tools for planning and conducting tests and recording and analyzing test results, and the identification of any automated testing or debugging tools.
 - iv) Methods and tools for incorporating regression and performance testing into testing activities.
 - c) Identify test progress metrics and define how often they are collected, the method of collecting the test progress metrics, and how they are reported.
 - d) Describe the approach, methods and tools for ensuring traceability to requirements, e.g. Statement of Work and interface definition documents.
 - e) Describe the testing environment and the approach to obtaining, preparing, maintaining and controlling test data, and identify test data sources.
 - f) Describe the approach to recording and monitoring problems encountered during testing. It shall identify the data collected for each problem and describe the approach, methods and tools used to monitor and provide status of testing problems.
 - g) Describe the approach to supporting CSE and State test planning, execution and evaluation activities.
- 8) SDU Integration. This section shall explain how the SP will integrate the SDU services and technologies with the CSE and other external entities. It shall:
- a) Describe the approach to participating in CCSAS business process transition planning activities, to include identification of SDU specific activities. It shall identify the organizational entity responsible for business process transition planning activities.
 - b) Describe the approach to participating in the development and review of the CSE/SDU Interface Design Description (IDD), ARS Functional Requirements Design Document (FRDD) and CASES FRDD.
 - c) Describe the approach to coordinating SDU implementation activities consistent with CSE System and SDU implementation schedules.
 - d) Describe the approach and procedures necessary to satisfactorily complete SDU technical reviews and the tasks associated with the conduct of each review, including responsibilities of personnel involved, and necessary procedures (e.g. action item closeout procedures). It shall define entry and exit criteria for each type of review. It shall also describe the approach to participating in CSE technical reviews.
 - e) Describe the approach, methods and tools for developing the Interface Implementation Description (IID) and shall identify specific activities related to developing the IID.
 - f) Describe the approach and procedures necessary to coordinate SDU implementation activities and implement electronic payment card disbursement.
- 9) Certification Support. This section shall describe the approach to supporting certification activities. It shall identify specific activities to be performed and the scope of SP involvement in planning and preparing for certification reviews.

CONTRACT #**1. DELIVERABLE IDENTIFIER**

IM 002 – Converted to Work Product with CR-3-00008

2. DELIVERABLE NAME

Implementation Schedule

3. STANDARD

In accordance with Format/Content Requirements

4. ACCEPTANCE

No formal State Acceptance Required

6. FREQUENCY OF SUBMISSION

N/A

7. DATE OF FIRST SUBMISSION

Contract start

8. DATE OF SUBSEQUENT SUBMISSION10th day of each month**9. DELIVERY/FORMAT**

Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards

10. STATEMENT OF WORK REFERENCE

IM 2.2

11. FORMAT/CONTENT REQUIREMENTS**CR-3-00008 changes this CDL to a Work Product**

Format is compatible with the format described in the CCSAS Schedule Management Plan with State review and approval. The implementation schedule activities shall encompass Version 1 and Version 2 activities and shall be linked to the work breakdown structure elements (CDL IM 003).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 003 – Converted to Work Product with CR-3-00008
2. DELIVERABLE NAME	Work Breakdown Structure
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	No formal State Acceptance Required
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	Monthly
7. DATE OF FIRST SUBMISSION	Contract start
8. DATE OF SUBSEQUENT SUBMISSION	10th day of each month
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 2.1
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00008 changes this CDL to a Work Product

Format is compatible with the format described in the CCSAS Schedule Management Plan. The Work Breakdown Structure shall encompass Version 1 and Version 2 activities and shall contain all implementation and start up activities. The Work Breakdown Structure shall be structured to a level that allows the project to track schedule variance in terms of implementation hours.

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 005-1
2. DELIVERABLE NAME	Interface Implementation Description (IID)
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	First Version 1 SDU Interface Test Readiness Review minus 1 month
8. DATE OF SUBSEQUENT SUBMISSION	Annually on first state business day, twelve months following first submission or more frequently as necessary to document changes to the IID
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation
10. STATEMENT OF WORK REFERENCE	IM 3.8
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex G.2.2 as a guideline. The IID may reference published standards in lieu of incorporating these standards in the IID, provided that these standards can be made available to the State. The IID shall include, but is not limited to, the following content:

- 1) Identification and description of entities within scope of this IID
- 2) Provide one or more diagrams to depict the interfaces
- 3) For each entity, it shall define:
 - a) Type of interface (such as real-time data transfer, storage-and-retrieval of data, etc.) to be implemented
 - b) Characteristics of individual data elements that the interfacing entity(s) will provide, store, send, access, receive, etc. These characteristics include names/identifiers, project unique identifier, non technical (natural language) name, standard data element name, technical name (e.g., variable or field name in code or database), abbreviation(s) or synonymous names
 - c) Characteristics of data element assemblies (records, messages, files, arrays, displays, reports, etc.) that the interfacing entity(ies) will provide, store, send, access, receive, etc., such as names/identifiers, project unique identifier, non technical (natural language) name, technical name (e.g., record or data structure name in code or database), abbreviation(s) or synonymous names
 - d) Characteristics of communication methods that the interfacing entity(ies) will use for the interface
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 005-2
2. DELIVERABLE NAME	Interface Implementation Description (IID)
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	First Version 2 SDU Interface Test Readiness Review minus 4 months
8. DATE OF SUBSEQUENT SUBMISSION	Annually on first state business day, twelve months following first submission or more frequently as necessary to document changes to the IID
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.8
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex G.2.2 as a guideline. The IID may reference published standards in lieu of incorporating these standards in the IID, provided that these standards can be made available to the State. The IID shall include, but is not limited to, the following content:

- 1) Identification and description of entities within scope of this IID
- 2) Provide one or more diagrams to depict the interfaces
- 3) For each entity, it shall define:
 - a) Type of interface (such as real-time data transfer, storage-and-retrieval of data, etc.) to be implemented
 - b) Characteristics of individual data elements that the interfacing entity(s) will provide, store, send, access, receive, etc. These characteristics include names/identifiers, project unique identifier, non technical (natural language) name, standard data element name, technical name (e.g., variable or field name in code or database), abbreviation(s) or synonymous names
 - c) Characteristics of data element assemblies (records, messages, files, arrays, displays, reports, etc.) that the interfacing entity(ies) will provide, store, send, access, receive, etc., such as names/identifiers, project unique identifier, non technical (natural language) name, technical name (e.g., record or data structure name in code or database), abbreviation(s) or synonymous names
 - d) Characteristics of communication methods that the interfacing entity(ies) will use for the interface
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 006-1
2. DELIVERABLE NAME	Operability Test Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	First Operability Test minus 1 month
8. DATE OF SUBSEQUENT SUBMISSION	Subsequent Operability Test minus 1 month
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.24
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex E.2.2 as a guideline. The Operability Test Plan shall include, but is not limited to, the following content:

- 1) Identify organizational entities involved in operability testing, including their roles and responsibilities
- 2) Describe each test and define operability test entry and exit criteria
- 3) Identify and describe the testing environment
- 4) Identify and describe test preparation activities to include:
 - a) Activities and procedures including SDU Collections and Disbursement procedures necessary to prepare the testing environment
 - b) Type and source of test data
 - c) Procedures necessary to prepare the item(s) under test and any related software, including data
- 5) Description of test cases necessary to execute test to include:
 - a) Test case identification and description
 - b) Requirements addressed by each test case
 - c) Prerequisite conditions that must be established prior to performing the test case
 - d) Test input necessary for the test case
 - e) Expected test results for the test case
 - f) Criteria for evaluating results of executing the test case
- 6) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 006-2
2. DELIVERABLE NAME	Operability Test Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	First Version 2 Operability Test minus 1 month
8. DATE OF SUBSEQUENT SUBMISSION	Subsequent Operability Test minus 1 month
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.24
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex E.2.2 as a guideline. The Operability Test Plan shall include, but is not limited to, the following content:

- 1) Identify organizational entities involved in operability testing, including their roles and responsibilities
- 2) Describe each test and define operability test entry and exit criteria
- 3) Identify and describe the testing environment
- 4) Identify and describe test preparation activities to include:
 - a) Activities and procedures including SDU Collections and Disbursement procedures necessary to prepare the testing environment
 - b) Type and source of test data
 - c) Procedures necessary to prepare the item(s) under test and any related software, including data
- 5) Description of test cases necessary to execute test to include:
 - a) Test case identification and description
 - b) Requirements addressed by each test case
 - c) Prerequisite conditions that must be established prior to performing the test case
 - d) Test input necessary for the test case
 - e) Expected test results for the test case
 - f) Criteria for evaluating results of executing the test case
- 6) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 007-1 – Converted to Work Product with CR-3-00005
2. DELIVERABLE NAME	Operability Test Report
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal State Acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	10 State business days after completion of first Operability Test
8. DATE OF SUBSEQUENT SUBMISSION	10 State business days after completion of subsequent Operability Tests
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.25
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00005 changes this CDL to a Work Product

Format at the discretion of the SP, using J-STD-016-1995 Annex H.2.2 as a guideline. The Operability Test Report shall include, but is not limited to, the following content:

- 1) Overview of test results, to include an overall assessment of the software tested, test results for the software tested, and identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed. Problem/change reports may be used to provide deficiency information.
- 2) Detailed test results, to include the description of the detailed results for each test (the term “test” means a related collection of test cases).
 - a) Identification of test cases contained within the test
 - b) Summary of test results, to include, possibly in a table, the completion status of each test case associated with the test (for example, “all results as expected”, “problems encountered”, “deviations required”, and “actions to perform fixes.”)
 - c) Problems encountered in each test case in which one or more problems occurred
 - d) Deviations from test cases/procedures for each test case where deviations occurred
- 3) Test log. This clause shall present a chronological record of the test events covered by this report
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 007-2 Converted to a Work Product with CR-3-00005
2. DELIVERABLE NAME	Operability Test Report
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal State Acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	10 State business days after completion of first Version 2 Operability Test
8. DATE OF SUBSEQUENT SUBMISSION	10 State business days after completion of subsequent Operability Tests
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.25
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00005 changes this CDL to a Work Product

Format at the discretion of the SP, using J-STD-016-1995 Annex H.2.2 as a guideline. The Operability Test Report shall include, but is not limited to, the following content:

- 1) Overview of test results, to include an overall assessment of the software tested, test results for the software tested, and identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed. Problem/change reports may be used to provide deficiency information.
- 2) Detailed test results, to include the description of the detailed results for each test (the term "test" means a related collection of test cases).
 - a) Identification of test cases contained within the test
 - b) Summary of test results, to include, possibly in a table, the completion status of each test case associated with the test (for example, "all results as expected", "problems encountered", "deviations required", and "actions to perform fixes.")
 - c) Problems encountered in each test case in which one or more problems occurred
 - d) Deviations from test cases/procedures for each test case where deviations occurred
- 3) Test log. This clause shall present a chronological record of the test events covered by this report
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 008-1
2. DELIVERABLE NAME	Interface Test Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract Start + 3 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.19
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex E.2.2 as a guideline. The Interface Test Plan shall include, but is not limited to the following content:

- 1) Identify the organizational entities involved in interface testing, including their roles and responsibilities
- 2) Define Interface test entry and exit criteria
- 3) Identify and describe the testing environment
- 4) Identify and describe test preparation activities, to include:
 - a) Activities and procedures necessary to prepare the testing environment
 - b) Type and source of test data
 - c) Procedures necessary to prepare the item(s) under test and any related software, including data
- 5) Description of test cases necessary to execute test, to include:
 - a) Test case identification and description
 - b) Requirements addressed by each test case
 - c) Prerequisite conditions that must be established prior to performing the test case
 - d) Test input necessary for the test case
 - e) Expected test results for the test case
 - f) Criteria for evaluating results of executing the test case
- 6) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 008-2
2. DELIVERABLE NAME	Interface Test Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	First Version 2 SDU Interface Test Readiness Review minus 1 month
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.19
11. FORMAT/CONTENT REQUIREMENTS	

Format at the discretion of the SP, using J-STD-016-1995 Annex E.2.2 as a guideline. The Interface Test Plan shall include, but is not limited to the following content:

- 1) Identify and organizational entities involved in interface testing, including their roles and responsibilities
- 2) Define Interface Test entry and exit criteria
- 3) Identify and describe the testing environment
- 4) Identify and describe test preparation activities, to include:
 - a) Activities and procedures necessary to prepare the testing environment
 - b) Type and source of test data
 - c) Procedures necessary to prepare the item(s) under test and any related software, including data
- 5) Description of test cases necessary to execute test, to include:
 - a) Test case identification and description
 - b) Requirements addressed by each test case
 - c) Prerequisite conditions that must be established prior to performing the test case
 - d) Test input necessary for the test case
 - e) Expected test results for the test case
 - f) Criteria for evaluating results of executing the test case
- 6) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 009-1 converted to a Work Product with CR-3-00005
2. DELIVERABLE NAME	Interface Test Report
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal State Acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	10 State business days after completion of first Version 1 Interface Test
8. DATE OF SUBSEQUENT SUBMISSION	10 State business days after completion of subsequent Version 1 Interface Test
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.20
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00005 changes this CDL to a Work Product

Format at the discretion of the SP, using J-STD-016-1995 Annex H.2.2 as a guideline. The Interface Test Report shall include, but is not limited to, the following content:

- 1) Overview of test results, to include an overall assessment of the software tested, test results for the software tested, and identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed. Problem/change reports may be used to provide deficiency information.
- 2) Detailed test results, to include the description of the detailed results for each test (the term "test" means a related collection of test cases).
 - a) Identification of test cases contained within the test
 - b) Report of test results, to include the completion status of each test case associated with the test (for example, "all results as expected", "problems encountered," "deviations required") and actions taken to perform each fix.
 - c) Problems encountered in each test case in which one or more problems occurred
 - d) Deviations from test cases/procedures for each test case where deviations occurred
- 3) Test log. This clause shall represent a chronological record of the test events covered by this report.
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 009-2 Converted to a Work Product with CR-3-00005
2. DELIVERABLE NAME	Interface Test Report
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal State Acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	10 State business days after completion of first Version 2 Interface Test
8. DATE OF SUBSEQUENT SUBMISSION	10 State business days after completion of subsequent Version 2 Interface Test
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.20
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00005 changes this CDL to a Work Product

Format at the discretion of the SP, using J-STD-016-1995 Annex H.2.2 as a guideline. The Interface Test Report shall include, but is not limited to, the following content:

- 1) Overview of test results, to include an overall assessment of the software tested, test results for the software tested, and identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed. Problem/change reports may be used to provide deficiency information.
- 2) Detailed test results, to include the description of the detailed results for each test (the term "test" means a related collection of test cases).
 - a) Identification of test cases contained within the test
 - b) Summary of test results, to include the completion status of each test case associated with the test (for example, "all results as expected", "problems encountered," "deviations required") and actions taken to perform eachfix.
 - c) Problems encountered in each test case in which one or more problems occurred
 - d) Deviations from test cases/procedures for each test case where deviations occurred
- 3) Test log. This clause shall represent a chronological record of the test events covered by this report.
- 4) Provide any general information that aids in understanding this document (e.g., background information, glossary, rationale, acronyms).

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 010
2. DELIVERABLE NAME	Turnover Plan
3. STANDARD	Contractor Format with State Acceptance
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 25 months
8. DATE OF SUBSEQUENT SUBMISSION	Contract start + 47 months
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 4.1, IM 4.3
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The Turnover Plan shall identify all activities necessary for an orderly transition of collection and disbursement activities to the successor SP. All data is the property of the State and must be turned over, including images, logs, current procedures, and supplies. The plan must identify the approach to providing this data to the State in a format that is non-encrypted, is not proprietary, and in accordance with CCSAS Automation Standards. The plan shall include, but is not limited to, the following content:

- 1) Description of the strategy and approach to turnover, with inclusion of a turnover timeline
- 2) Identification of risks to service disruption and corresponding mitigation strategies
- 3) Identification of describe all activities necessary to support an orderly turnover
- 4) Identification of organizational entities responsible for, or involved in turnover activities, to include roles and responsibilities
- 5) Explanation of how turnover activities will be planned and conducted
- 6) Description of the approach to providing access to staff and information
- 7) A schedule of all activities with time frames to ensure that all components of the SDU are included in the transition
- 8) Description of the approach to ensuring operational quality during turnover, to include the approach to reconciling collections and disbursements
- 9) Identification of any necessary changes to operations processes or procedures.

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 011
2. DELIVERABLE NAME	Turnover Activity Completion Report
3. STANDARD	Contractor Format with State Acceptance
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	15 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	30 days prior to expiration of contract
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 4.3
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The Turnover Activity Completion Report shall document the results of each activity defined within the Turnover Plan and deviations from the strategy and approach to turnover.

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 012
2. DELIVERABLE NAME	SDU Readiness Review Report
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	5 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	SDU Readiness Review + 5 State business days
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.30, IM 3.38
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Readiness Review Report shall document the results of the SDU Readiness Review prior to the operational cutover of CSE Version 1. This report shall also describe and summarize recommendations resulting from the SDU Readiness Review. The report shall include, but is not limited to, the following content:

- 1) Status of external Interfaces
- 2) Status of testing
- 3) Status of technical support readiness
- 4) Completeness of procedures and processes
- 5) Summary of outstanding issues

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 013
2. DELIVERABLE NAME	SDU Operational Readiness Assessment and Review Report
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	5 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Version 1 SDU Operational Readiness Assessment and Review + 5 State business days
8. DATE OF SUBSEQUENT SUBMISSION	Version 2 SDU Operational Readiness Assessment and Review + 5 State business days
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.31, IM 3.39
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Operational Readiness Assessment and Review Report shall document the results of the SDU Operational Readiness Assessment and Review prior to the operational cutover of SDU Version 1 and SDU Version 2. This report shall also describe and summarize recommendations resulting from the Operational Readiness Assessment and Review. The report shall include, but is not limited to, the following content:

- 1) Site preparation assessment
- 2) Status of equipment to be used
- 3) Staff readiness
- 4) Inventory of supplies
- 5) Completeness of procedures and processes
- 6) Review of prior implementations (where applicable)

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 014 (CDL Updated per CR-3-00001-01 & CR-3-00012-01)
2. DELIVERABLE NAME	SDU Transition Materials and Approach Plan
3. STANDARD	Service Provider format with State acceptance
4. ACCEPTANCE	Walk through prior to delivery State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 5 months
8. DATE OF SUBSEQUENT SUBMISSION	Contract Start + 15 months
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.3, IM 3.4, IM 3.34, IM 3.44, IM 3.45, OM 1.41
11. FORMAT/CONTENT REQUIREMENTS	

1. Introduction

This section shall be divided into the following subsections to present identifying and background information on the deliverable. There shall be no written narrative under this heading. Rather, narrative shall be written in each of the subsections (1.1, 1.2, 1.3, 1.4, and 1.5) below.

1.1 Description/Purpose

The SDU Transition Materials and Approach is a Child Support Program user-oriented document and tools that describes at a high and detailed level the Version 1 and Version 2 SDU "As Is, Transition and To-Be" collections and disbursements business processes; the approach to implementing these processes; the timeframe over which these processes are transitioned from the LCSAs to the DCSS and SDU; and provides the tools necessary to support DCSS and LCSA transition to the SDU. The approach shall also provide, subject to availability of State resources, Statewide Services (SWS) non financial business process transition tools integrated into a set of comprehensive SDU/SWS user transition tools. The SDU Transition Materials and Approach will be used by the LCSAs, DCSS and the SP for local and central financial and (subject to State resources) non-financial business process changes, impact analysis, training, orientation, and procedure development. The SP shall at a minimum use and be consistent with the CSE SDU Integration Plan (CSE CDL TM 029) and CSE Business Process Transition Plan (CSE CDL TM 056), and shall work with the CSE BP and State to develop the SDU Transition Materials and Approach.

1.2 Document Overview

This subsection shall summarize the content of each major section in the completed contract deliverable. The summary for each section shall include a brief description of the key components of the section.

1.3 Definitions

This subsection shall refer to a set of common project definitions.

1.4 Referenced Documents

This subsection shall list the number, title, revision, date and source of the documents referenced in the completed contract deliverable.

1.5 Related Deliverables

This subsection shall summarize related deliverables or deliverables impacted by this deliverable, including CSE deliverables. The deliverable identifier, SOW paragraph reference, deliverable name, and deliverable description for each related deliverable shall be provided in this subsection.

2. "As Is, Transition, and To Be" Business Analysis

This section shall provide the SDU/SWS user financial and non financial business process transition tools including work flow diagrams. At a minimum, the financial tools will elaborate on the "Standard Collection/Disbursement Business Functions" and the "Non-Standard Business Functions" in the CSE-SDU Integration Plan (CSE CDL TM 029) as well as customer service business processes and new DCSS functions such as IV-D fund management and oversight. These financial tools shall cover Version 1 and 2 and be specific to ARS, CASES, Auditor/Controller, DCSS and Non IV-D business processes including but not limited to:

- a. LCSA shared business processes with the SDU such as collections adjustments

- b. LCSA businesses process impacted by changes in IV-D fund management, including interactions with the auditor/controller
- c. New DCSS operational processes related to oversight of the SDU and DCSS operational responsibilities related to the management of statewide financial and case management data including changes to existing processes
- d. DCSS IV-D fund management process due to changes in trust account management, involvement of the SCO and STO.

These "As Is, Transition, To-Be" processes will be described at a detailed level sufficient enough so that the State and the LCSAs may have a general understanding of the transition of these processes to a single statewide function, and they may perform more detailed and specific "As Is, Transition and To Be" gap analysis to identify required business changes.

3. SDU Transition Procedures

This section shall include the SDU transition procedures specific to SDU operations, and the SWS transition procedures specific to statewide allocation consistent with the State approved SDU Implementation Strategy as defined in the SDU Implementation Management Plan IM001.

4. Transition Approach

This section shall describe the assistance the SP shall provide to DCSS and LCSA business process gap analysis as well as the SP's approach to supporting the development of LCSA business procedures, including DCSS approval of new business processes for each LCSA.

5. Orientation Approach

The SDU Transition Plan will describe the activities to develop and deliver orientation information to internal entities (personnel and staff internal to the DCSS and the LCSAs). It will include the approach for managing the impact of change on users. This will include templates for delivering orientation. The orientation section of the SDU Transition Plan shall include, but not be limited to, the following content:

- a) Define the scope of orientation activities including the relationship to DCSS and LCSA business process changes.
- b) Identify organizational entities that participate in the orientation activities described within the plan and define their roles and responsibilities.
- c) Provide approach for delivering orientation to impacted users.
- d) Describe orientation communication strategies for communicating with LCSA and DCSS users.
- e) Describe the coordination and integration of CCSAS Project activities with the CSE BP, DCSS and LCSA activities.
- f) Describe the timeline and schedule milestones for delivering orientation activities.
- g) Describe the orientation materials and templates and delivery methods to include instruction and use of the As-Is, Transition and To-Be business process templates.

6. Tasks and Timeline

This section shall include a Transition Roadmap that illustrates the high level transition (i.e., LCSA process turned off) and implementation (i.e., SDU process turned on) as well as the DCSS and LCSA high level transition tasks including orientation. The Roadmap shall coincide with the CSE Project Schedule (CSE CDL PM 009), the SDU Implementation Schedule (CDL IM 002), and the SDU Implementation Strategy. This section shall include text that describes the transition and implementation tasks depicted.

1)	
CONTRACT #	
1. DELIVERABLE IDENTIFIER	IM 015 (CDL updated per CR-3-00013-01)
2. DELIVERABLE NAME	SDU Outreach Plan
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	Walk-thru prior to delivery - State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 5 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 1.10, IM 3.34, OM 1.36, OM 1.37, OM 1.40, OM 1.41, OM 1.48, OM 1.39
11. FORMAT/CONTENT REQUIREMENTS	

The content and format below may be tailored as mutually agreed upon by the CCSAS project staff, DCSS and the Service Provider, but must be coordinated and consistent with the CSE Outreach Plan (CSE CDL TM 053). The SDU Outreach Plan will describe how the SP will work with the DCSS, FTB, LCSAs and the BP to support outreach.

The SDU Outreach Plan describes the activities to develop and deliver outreach information to external entities (parties that are external to the CCSAS Project, DCSS, and the LCSAs) that are affected by the CCSAS SDU project.

The SDU Outreach Plan is used as the vehicle for development and delivery of information. It includes the approach for managing the impact of change on stakeholders (including IVD, Non IVD and employers) and templates for delivering outreach. The Outreach Plan includes, but shall not be limited to, the following content:

- 1) Provide an audience analysis that is built upon the audience analysis developed by the BP.
- 2) Describe the activities the SP will provide to conduct outreach including methods such as telephone and written notice for Version 1 and Version 2.
- 3) Describe the materials and Notices the SP will develop to conduct outreach including case initiation and customer service Notices and consistent with # 2 above.
- 4) Provide timeline and milestones for development and delivery of outreach including the SP's printing and mailing of outreach and redirect materials.
- 5) Describe specific normal communication and communication for harder to reach audiences (e.g., Non IV-D population and small employers).
- 6) Describe procedures for gaining approval of outreach materials and activities from DCSS.
- 7) Describe the SP's outreach activities to employers and other stakeholders as necessary and appropriate to ensure that they redirect payments to the SDU
- 8) Describe the SP's support and coordination with the State and BP for targeted outreach to customers impacted by Statewide allocation
- 9) Identify dependencies on CSE and SDU project activities and information that must be provided by the State.
- 10) Describe the SP's approach to conducting outreach to promote direct deposit/EPC to achieve the State's goal of paperless disbursements by 12/31/07.

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 016
2. DELIVERABLE NAME	Implementation Assessment Review Report
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	5 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	At the Request of the State
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 3.40, IM 3.41, IM 3.42, IM 3.43
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The Implementation Assessment Review Report shall document the results of the Implementation Assessment Review following CSE Version 1.1 and CSE Version 1.3. This report shall also describe and summarize recommendations resulting from the Implementation Assessment Review. The report shall include, but is not limited to, the following content:

- 1) Status of external interfaces
- 2) Status of testing
- 3) Status of technical support readiness
- 4) Completeness of procedures and processes
- 5) Summary of outstanding issues
- 6) Readiness to proceed

CONTRACT #

1. DELIVERABLE IDENTIFIER	IM 017
2. DELIVERABLE NAME	Electronic Disbursement Implementation and Management Plan
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	Walk-thru prior to delivery - State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	1/06/06
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	IM 1.11, OM 1.39, OM 1.40
11. FORMAT/CONTENT REQUIREMENTS	

The content may be tailored as mutually agreed upon by the CCSAS project staff, DCSS and the Service Provider, but must be coordinated and consistent with the CSE Outreach Plan (CSE CDL TM 053) Implementation Management Plan (SDU CDL IM 001), SDU Transition Materials and Approach Plan (SDU CDL IM 014), SDU Outreach Plan (SDU CDL IM 015), Implementation Management Plan (SDU CDL OM 001), Implementation Schedule (SDU CDL IM 002), Problem Resolution Plan (SDU CDL OM 008), SDU Disbursement Procedures (Version 1) (SDU CDL DB 001-1), and SDU Disbursement Procedures (Version 2) (SDU CDL DB 001-2).

The Electronic Payment Card Implementation and Management Plan is a comprehensive documents that describes the activities to develop, implement and manage the disbursement of payments by electronic payment cards (EPC).

The Plan shall include at a minimum:

1.0 Operation and Administration: A description of how the SP will comply with the operations and administration requirements of the EPC program as outlined below.

1.1 Card Requirements

- a. The EPC card shall be a branded VISA or MasterCard card, shall operate via the VISA or MasterCard network, shall be accepted by any participating merchant and shall allow for PIN-based and signature-based purchases.
- b. The card shall allow for nationwide/International ATM access and the withdrawal of cash through a normal ATM transaction.
- c. The VISA or MasterCard network shall be accessible to customers and the technology used must be currently active and available within the state.
- d. The card shall be "Regulation E" compliant.
- e. The card must perform through an operating ATM network and allow for withdrawal of cash through a normal ATM transaction.
- f. The card shall operate as a debit card and have no line of credit associated with it.
- g. The SP shall purchase the plastic stock and be responsible for ordering, embossing, encoding, and delivering the EPC card using an agreed upon design. The SP shall be responsible for the expense of manufacturing the EPC cards issued to custodial parties.
- h. The SP shall work with the State to select a name for the card that is mutually agreeable. The State shall have final approval.
- i. The SP shall allow the State to choose and have final approval of an appropriate, mutually agreeable graphic for the card from the graphics available through SP's card provider.

1.2 Account Initiation Requirements

- a. The EPC card shall be tied to an account owned by the custodial party or an aggregate account.
- b. The SP shall issue a single card to custodial parties that have multiple child support cases.
- c. The SP shall not deny any custodial party participation in the EPC program except where required by applicable law or if the custodial party has been identified as having committed fraudulent activity on an EPC card.
- d. Because of the anticipated volume, the card provider shall have a secure automated procedure and electronic data connection to accept customer account information on a daily basis (i.e. new accounts, updates), requiring no entry of data by the State.
- e. The SP shall mail EPC cards and instructional information to customers within three (3) State business days after receipt of account set-up information.
- f. The SP shall provide for secured card activation prior to use.
- g. The SP shall send a daily file which will inform the State when an account has been opened and is ready to accept deposits.

1.3 Funding of Accounts

- a. The SP shall fund the EPC accounts on a daily basis according to disbursement instructions received.
- b. The SP shall allow the State to initiate, if necessary, reversals for any credit entries to the EPC made in error per NACHA regulations.
- c. The SP's EPC financial institution shall be FDIC, FSLIC, or NCUSIF insured, affiliated with the VISA or MasterCard system, and EFT-capable using NACHA standards.

1.4 Account Maintenance

- a. The SP and financial institution shall assume all "Regulation E" responsibility for the card, including providing monthly statements by mail or via the web to cardholders.
- b. The SP shall provide the monthly account statements to each cardholder for their account only.
- c. The SP shall provide cardholders the ability to view account balance information at any time through a secured page on the internet.
- d. The SP shall be responsible for all costs and expenses for the design, printing, and production, and mailing of the EPC card statements.
- e. The SP shall design the statements and card carriers, subject to applicable law, the regulations of applicable National Associations, and the State's approval. The SP's or one of its affiliates shall be clearly identified as the issuer of the EPC card on each such statement and card carrier.
- f. The SP shall allow the card to remain active until the State indicates otherwise, unless the card has been reported lost or stolen, or identified as having been involved in fraudulent or criminal activity.
- g. The operating network must disallow (where it has control) any transaction that causes the cardholder to exceed the amount available in the account.

1.5 Customer Service

- a. The SP shall be responsible for the issuance of replacement cards to cardholders.
- b. The SP shall be responsible for and allow for emergency replacement cards within 48 hours of request.
- c. The EPC shall not allow cardholders to make deposits or add value to a card.
- d. The SP shall allow the State to review instructional materials provided with the card and mutually agree to the content therein and which agreements will not be unreasonably withheld or delayed.

- e. The cardholder shall not be able to obtain checks or negotiate checks against the card or underlying account.
- f. The SP shall provide cardholders the instructional materials associated with the card.
- g. The SP shall notify customers by mail thirty (30) days in advance of changes in policy that affect them and/or their account.
- h. The SP shall notify the State and obtain State approval of changes affecting cardholders no later than sixty (60) days in advance of the change.
- i. The SP shall allow the cardholder to choose and/or change the PIN.
- j. The SP shall maintain adequately trained staff to respond to custodial party inquiries and complaints regarding the EPC.
- k. The SP's shall provide customer service, including mailing monthly paper statements, providing live customer service agents available toll-free 24/7, access to a voice response unit available 24/7 via a toll-free number, and internet access for customers to view transaction history and obtain statements.

1.6 EPC Fees and Transactions

- a. There shall be no EPC program/administrative costs to the State; the SP shall pay for all costs of creating, mailing, and administering of cards and monthly statements.
- b. Custodial party fees shall be minimal and *no fees* shall be charged for the following:
 - Monthly account fee
 - Up to 4 ATM withdrawals per month at ATMs owned and operated by the SP's financial institution (The State understands ATM's owned and operated by an institution other than SP's financial institution may charge the customer a fee.)
 - Up to 2 bank teller withdrawals per month
 - Unlimited balance inquiries via ATM, telephone customer service, or online
 - Unlimited POS access
 - Hard copy, monthly statements
 - Inactivity fee prior to 365 days of no deposit, no withdrawal, or no inquiries.
 - Replacement cards using standard U.S. mail.
- c. The SP shall not charge more than \$1.50 per ATM withdrawal for ATM withdrawals that exceed the maximum per month (4).
- d. The SP shall charge a custodial party no more than a \$25.00 fee for an expedited/emergency card.
- e. The SP shall not charge the custodial party more than a \$20.00 fee for overdrafts. The SP shall waive a CP's first overdraft fee provided the custodial party calls the service center to inquiry why the fee was assessed and as part of educating the custodial party in regard to how the card works.
- f. The card shall allow for the following daily loads to a single card.

Load Amounts:

- Minimum: \$0.01
 - Maximum: \$99,999.99
- g. The SP shall allow the cardholder to conduct numerous and various types of transactions on a daily basis. The SP shall allow the customer to conduct the following number and types of daily transactions at a minimum. The SP may deny transactions that exceed the daily limits. The transactions are subject to the fee limits specified above.

Minimum Transactions

- ATM: 10 transactions
- Cash at Bank: 2 transactions
- PIN Purchase: 10 transactions
- Signature Purchase: 10 transactions

1.7 Reporting Requirements

The SP shall provide the State a monthly report that includes, but is not limited to, the following information.

- a. General Reporting
 - Summary of direct deposit and EPC outreach and enrollment activities
 - Percent increase the prior month of disbursements made by direct deposit and/or EPC with a breakdown for custodial parties and other states
 - Total percentage of disbursements made by direct deposit and/or EPC with a breakdown for custodial parties and other states
- b. EPC Reporting
 - Total number of EPC cards issued the prior month
 - Total number of cards cancelled the prior month
 - Total dollar value of EPC deposits the prior month
 - Total dollar value of EPC withdrawals the prior month, including a breakdown by method (POS, ATM, bank teller)
 - Total number of accounts with deposits that have had no withdrawal activity for 3 months, 6 months, 9 months and 12 months.
 - Number and amount of custodial party fees by fee type.
- c. Direct Deposit Reporting
 - Total number of custodial parties enrolled into the direct deposit program the prior month
 - Total number of custodial party direct deposit cancelled the prior month
 - Total dollar value of custodial party direct deposits

1.8 Subcontractors and Facilities

- a. The SP may subcontract the EPC program maintenance and operations services to another vendor.
- b. EPC maintenance and operations are not required to be conducted within the SDU facility.

2.0 Project Management: A description of the SP's project management of the EPC program.

3.0 Regulation E: A description of the SP's approach to complying with all Regulation E requirements.

4.0 Security and Confidentiality: The approach to maintaining security and confidentiality of custodial parties' EPC information.

5.0 Approach to Paperless Environment: The SPs approach for achieving the State's goal of paperless disbursement, with limited exceptions as defined by DCSS, by December 31, 2007.

- a. Establishment of the EPC banking structure
 - This section shall describe the banking relationship to be established by the SP to provide EPCs for unbanked custodial parties
- b. Distribution of EPC cards to Custodial Parties
 - This section shall describe the method by which the EPC cards will be delivered to Custodial Parties and how the SP will process undelivered cards to facilitate timely redelivery to the correct address.

6.0 Development Process for Electronic Disbursement Exceptions: This section shall describe the process by which the SP shall participate with the State to develop CP exception criteria from electronic disbursement requirement.

7.0 Schedule and Timeline: The schedule and timeline for conducting the activities to achieve a paperless disbursement environment.

8.0 Approval Processes: The approach to for gaining DCSS approval of the EPC program implementation and operation activities and materials.

9.0 Change Management: The approach for managing the impact of change on custodial parties.

10. Outreach and Recruitment: The specific activities and materials the SP will use for outreach and recruitment of custodial parties to enroll in direct deposit as the primary method of paperless disbursement and EPC for custodial parties that are unbanked.

11. EPC Program Termination: The approach to winding down the EPC program should DCSS elect to end the use of EPCs and or the SP's contract is not renewed.

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 001
2. DELIVERABLE NAME	SDU Operations Management Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	6/7/05
8. DATE OF SUBSEQUENT SUBMISSION	Contract start + 16 months
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 1.1
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Operations Management Plan (OMP) shall encompass Version 1 and Version 2 activities and is the controlling document to manage SDU operations. The OMP shall include:

- 1) Scope
 - 1.1) Document Overview
 - 1.2) Objective
 - 1.3) Assumptions
 - 1.4) Constraints
- 2) Referenced documents
- 3) Definitions
- 4) Contractor Organization
- 5) Communication Plan
- 6) Operations Training Plan
- 7) Other Plans
- 8) Notes

In addition, this document shall contain the following information within the appropriate clauses and subclauses. Provisions corresponding to non-required activities may be satisfied by the words "Not applicable". Should the solution require additional of clauses not listed below, the SP may amend this list to include them. These clauses and accompanying subclauses shall contain the information necessary to establish the context for the planning described by the clause/subclause heading.

- 1) Scope. This clause should be divided into the following subclauses.
 - 1.1) Document overview. This subclause shall summarize the purpose and contents of this document and shall describe any security or privacy protection considerations associated with its use.
 - 1.2) Objectives. This subclause shall briefly state the objective of the plan.
 - 1.3) Assumptions. This subclause shall briefly state the assumptions of the plan.
 - 1.4) Constraints. This subclause shall briefly state the constraints of the plan.
- 2) Referenced documents. This clause shall list the number, title, revision, date, and source of all documents referenced in this deliverable.
 - 2.1) Securing data relating to electronic collections and disbursements including direct deposit, credit card, employer EFT and EPC services.
- 3) Definitions. This clause shall describe the definitions of those terms used in the OMP whose meaning must be derived in context or that may be specific to the contractor.

- 4) Contractor Organization. This clause shall depict and explain the lines of authority roles and responsibility, and communication within the contractor's organization, including subcontractor entities.
- 5) Communication Plan. This clause shall specify the communication methods, tools and techniques to ensure accurate, complete, and timely communication of information to the State and other entities.
- 6) Operations Training Plan. This clause shall provide the approach for training contractor staff.
- 7) Other plans.
 - 7.1) Safety, Privacy and Security Plan. This clause shall provide the approach for any safety, privacy and security considerations for the SDU.
 - 7.2) Equipment Maintenance Plan. This clause shall provide the approach to maintaining equipment.
 - 7.3) Integration Plan. This clause shall provide the approach for integrating the SDU.
 - 7.4) Staff Recruitment and Retention Plan. This clause shall provide the approach for recruiting and retaining SDU staff.
 - 7.5) Help Desk Performance Plan. This clause shall provide the approach to help desk operations.
 - 7.6) Non IV-D Customer Service Center Plan. This clause shall provide the approach for Non IV-D Customer Service operations.
- 8) Notes. This clause shall contain any general information that aids in understanding this document (e.g., background information, glossary, rationale). This clause shall include an alphabetical listing of all acronyms and abbreviations along with their meanings as used in this document and a list of any terms and definitions needed to understand this document.

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 002
2. DELIVERABLE NAME	SDU Quarterly Performance Report
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	Quarterly
7. DATE OF FIRST SUBMISSION	5 State business days after the close of the business day following the end of each calendar quarter
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 1.6
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Quarterly Performance Report shall encompass Version 1 and Version 2 activities and shall include:

- 1) The accuracy and timeliness of receipt and disbursement processing, reconciliation, and reporting
- 2) The number, nature, and amount of erroneous disbursements
- 3) The nature and number of unidentified and suspense items and the associated research items
- 4) The availability and accessibility of the contractor's information systems (equipment and software) and adherence to scheduled hours of operation
- 5) Violations, breaches, and incidents relating to physical and information security
- 6) Issues relating to the contractor's processes and procedures
- 7) The number of checks not accepted and returned to payors because of a history of insufficient funds

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 003
2. DELIVERABLE NAME	SDU Corrective Action Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	1 month following State, federal, or independent Audit Report
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 3.3, OM 3.4
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Corrective Action Plan shall encompass Version 1 and Version 2 activities and is produced as the result of State, federal, or other independent audit findings. The plan provides a course of action to correct the deficiency and the timeframe to complete the action. The SDU Corrective Action Plan shall include, but is not limited to, the following content:

- 1) Identification of the deficiency, to include a description and the source of the deficiency
- 2) A detailed plan for correcting the deficiency including specific activities timeframes and any updates to plans, processes or procedures
- 3) An explanation of the measures that will be put into place or systematic changes made to ensure that the violation(s) will not recur, including the identification of any interim measures that will be put in place until systematic changes are made to ensure that the violations will not recur
- 4) An explanation of how the specific corrections and systematic changes will be verified
- 5) Identification of the person responsible for monitoring the corrective actions and systems to ensure that the violation(s) have been corrected and will not recur
- 6) Closeout report

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 004
2. DELIVERABLE NAME	SDU Quality Assurance Plan
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 5 months
8. DATE OF SUBSEQUENT SUBMISSION	Every 6 months following first submission on the 10 th of the month
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 3.1
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Quality Assurance Plan shall encompass Version 1 and Version 2 activities and address how the performance requirements will be met and the quality of on-going operational functions will be guaranteed. Quality assurance should be described in terms of mathematical, logical, and legal requirements. This plan will define how quality assurance is built into all aspects of operations to provide accuracy, reliability, and efficiency of service delivery.

- 1) The Quality Assurance Plan (Plan) shall:
- 2) Include the title of the plan, the name of the organization implementing the project (Department of Child Support Services - DCSS), and the effective date of the plan. It shall have an Approval page with signature and date lines for the DCSS Deputy Director, FTB Project Manager, and QA Senior Project Manager.
- 3) Contain a table of contents. Each page following the title and approval pages shall show the name of the project, date, revision number and a CCSAS DCN at the top or bottom of the page.
- 4) Contain a distribution list that includes a list of the names and email addresses of all persons who receive the approved Plan and any subsequent revisions.
- 5) Identify the individuals and organizations participating in the SDU project and outline their specific roles and responsibilities.
- 6) Include an organization chart showing the relationships and lines of communication among project participants.
- 7) Describe the specific problem to be solved and the outcome to be achieved and shall include background information to provide a historical perspective.
- 8) Provide a summary of all work to be performed, services to be provided, and the schedule for implementation.
- 9) Provide the performance criteria to achieve the overall objectives.
- 10) List the parameters to be sampled, the analytical methods to be used, the method detection limits or quantification/reporting limits, and the precision, accuracy, comparability, representativeness and completeness that are acceptable to meet the overall objectives.
- 11) Discuss the handling and management of produced documents and records, such as interim progress reports, final reports, audits, and Quality Assurance Project Plan revisions.
- 12) Discuss the assessment information expected, and the success criteria, and describe the frequency, numbers and type of assessments.
- 13) Describe how and to whom the results of the assessments are reported and how response actions to assessment findings, including corrective actions for deficiencies and non-conforming conditions, are to be addressed and by whom.
- 14) Describe how information regarding project assessments is presented to management. It shall identify the preparer and recipients of assessment reports and the actions to be taken.
- 15) Discuss the process for revising the approved Plan, if necessary.

- 16) Describe the process for validating and verifying data. It shall state the criteria used to review and validate—that is, accept, reject or qualify—data in an objective and consistent manner.
- 17) Discuss how Quality Assurance issues and findings are resolved and identifies the authorities for resolving such issues and findings. It shall describe how the results are to be conveyed to the State and SDU SP contractor.
- 18) Outline and specify the acceptable methods for evaluating the results obtained from the SDU project. It shall include evaluations to determine if the data are of the right type, quantity, and quality to support the intended use.

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 005
2. DELIVERABLE NAME	SDU Disaster Recovery Plan for SDU Services
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start +6 months
8. DATE OF SUBSEQUENT SUBMISSION	Annually on the first State business day, 12 months following first submission
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 4.24, OM 4.26, OM 4.27, OM 4.28
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Disaster Recovery Plan for SDU Services shall encompass Version 1 and Version 2 activities and shall provide detailed actions to be taken in the event of an emergency, natural disaster or a disaster resulting from negligence, sabotage, mob action, etc. and coordinate with the CSE Disaster Recovery Plan (CSE CDL TM 090). The SDU Disaster Recovery Plan may reference published standards in lieu of incorporating these standards in the plan, provided that these standards can be made available to the State. The SDU Disaster Recovery Plan shall include, but is not limited to, the following content:

- 1) A backup facility selection and testing
- 2) Disaster recovery procedures for total restoration of all collection and disbursement operations within 48 hours of a declared disaster
- 3) Security
- 4) EPC disbursement
- 5) Disaster recovery testing
- 6) Documentation of approved backup arrangements
- 7) Formal agreements required to execute the plan
- 8) Roles and responsibilities of all responsible parties, including but not limited to the SP, the State, the CSE BP, and the network provider
- 9) An established processing priority method
- 10) Equipment and software
- 11) Policies and procedures required by the State of California
- 12) Indicate any difference between SDU partial or SDU full recovery
- 13) List any dependencies on the State and CSE

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 006
2. DELIVERABLE NAME	SDU Security Plan
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	Walk-thru prior to delivery - State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State Business Days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 6 months
8. DATE OF SUBSEQUENT SUBMISSION	Every 6 months following first submission of the 10 th of the month
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 4.2, OM 4.3
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Security Plan shall include, but is not limited to, the following content:

- 1) Accountability and Security Roles and Responsibilities. This section shall identify and define the specific organizational entities involved in delivering or supporting system and physical security and the roles and responsibilities associated with each entity.
- 2) Security Processes and Procedures. This section shall identify and describe the processes and procedures used to implement physical and system security. It shall address at a minimum:
 - a) Maintaining physical access to controlled areas
 - b) Implementing server security
 - c) Providing supervisor-level access to servers
 - d) Granting access rights to server data
 - e) Verifying and revalidating access
 - f) Resetting user passwords
 - g) Monitoring compliance to security policies, processes and procedures
 - h) Providing periodic reports as required
 - i) Provide incident management for security breaches
 - j) Suspicious mail handling
 - k) Securing IRS data
- 3) Disaster Recovery and Business Continuity. This section shall describe the security considerations for disaster recovery and business continuity. It shall describe the methods for protecting business data stored for disaster recovery purposes and security transit procedures in the event of a declared disaster. This section shall describe the business continuity security processes, which includes the processes for recovery, retrieval and restoring of data that affect data and information security.
- 4) Data Classification. This section shall describe the levels of data classification, the legal and regulatory requirements for the different levels of data, and the owner responsible for setting the data classification level. For each classification level the security requirements for protecting that data will be specified.
- 5)

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 007
2. DELIVERABLE NAME	SDU Security Assessment Report
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State Business Days
6. FREQUENCY OF SUBMISSION	Quarterly
7. DATE OF FIRST SUBMISSION	Contract start + 11 months
8. DATE OF SUBSEQUENT SUBMISSION	Every three months following the first submission on the 15 th day of the month
9. DELIVERY/FORMAT	Electronic/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 4.6
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Security Assessment Report shall describe any noted system vulnerabilities to fraud or theft, loss of data, physical destruction, unauthorized access, intrusion, any other risks, and any captured harmful events or activities. It shall include the frequency of each risk analysis, including dates of both the last risk analysis and intended future risk analyses. The SDU Security Report shall include, but is not limited to, the following content:

- 1) **System Security Metrics.** This section shall describe the various system security metrics, including references to the related process, procedures, or tools that will be used to monitor the system for security problems. This section will contain the frequency of measurement or monitoring of the metrics. This section will also detail the frequency with which the system will be measured and monitored against the established system security standards.
- 2) **System Security Report Format.** This section shall describe the System Security Report format and frequency of the report. The report will include the date, time, and identified source (if any) of security threats identified by the CCSAS CSE system. Where they have been identified, specific fraud, theft, loss or disclosure of data, unauthorized access or intrusion will be listed in this report along with the corrective action that was taken.

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 008
2. DELIVERABLE NAME	Problem Resolution Plan
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	10 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start + 2 months
8. DATE OF SUBSEQUENT SUBMISSION	Every 6 month following the first submission on the 10 th day of the month
9. DELIVERY/FORMAT	Electronic/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 6.2, OM 6.3
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The Problem Resolution Plan shall encompass Version 1 and Version 2 activities and shall include at a minimum planning for:

- 1) How the SP will include the State in the problem management process to ensure the following:
 - a) Severity levels are being appropriately set
 - b) Responses are within SLOs
 - c) Actions that if taken place sufficient emphasis on user impacts
 - d) Oversight of external SPs is effectively provided to minimize the risk of miscommunication and faulty hand offs
- 2) What problem management information will be recorded, and how the contractor will use this information to support problem trend analysis and problem root cause analysis
- 3) Category of defects
- 4) Problem prioritization
- 5) Problem escalation.

CONTRACT

1. DELIVERABLE IDENTIFIER	OM 009
2. DELIVERABLE NAME	SDU Business Continuity Plan for SDU Services
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	N/A
7. DATE OF FIRST SUBMISSION	Contract start +6 months
8. DATE OF SUBSEQUENT SUBMISSION	Annually on the first State business day 12 months following first submission
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 4.51, OM 4.52
11. FORMAT/CONTENT REQUIREMENTS	

Format is at SP's discretion with State review and approval. The SDU Business Continuity Plan for SDU Services shall encompass Version 1 and Version 2 activities and shall provide detailed actions to be taken to counteract interruptions to business activities and to critical business processes from the effects of major failures or disasters, and to maintain required service levels in the event of a sudden loss or degradation of a system(s) or failure of any externally sourced system, product, or service(s). The SDU Business Continuity Plan may reference published standards in lieu of incorporating these standards in the plan, provided that these standards can be made available to the State. The SDU Business Continuity Plan shall include, but is not limited to, the following content:

1. Business continuity objectives and requirements
2. Business continuity policies
3. Time-sensitive business functions identified
4. Detailed resumption, recovery and restorations procedures, including escalation, notification and plan activation
5. Delegation/designation of authority
6. Detailed description of processes and procedures to be used in the event of a critical problem encountered that requires a partial or full rollback of operations.
7. Approach to testing the SDU Business Continuity Plan
8. Approach to maintaining the SDU Business Continuity Plan
9. Business continuity terms and assumptions (e.g., external dependencies)

CONTRACT #

1. DELIVERABLE IDENTIFIER	OM 010
2. DELIVERABLE NAME	Schedule of Convenience Fees
3. STANDARD	In accordance with Format/Content Requirements
4. ACCEPTANCE	State review and acceptance required
5. TIMEFRAME FOR STATE ACCEPTANCE	20 State business days
6. FREQUENCY OF SUBMISSION	As needed
7. DATE OF FIRST SUBMISSION	Contract start + 9 months
8. DATE OF SUBSEQUENT SUBMISSION	60 days prior to making a convenience fee rate increase
9. DELIVERY/FORMAT	Electronic/In Accordance with CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	OM 1.42
11. FORMAT/CONTENT REQUIREMENTS	

The format is at the discretion of the SP. The schedule of convenience fees shall outline the convenience fees the SP will charge for credit card payments. The SP shall provide the basis for the fees charged. The convenience fee charges shall be minimized to the extent possible and shall not disproportionately burden small amount payors over large amount payors. Fees and fee changes must be approved by the State.

CONTRACT #

1. DELIVERABLE IDENTIFIER	CO 001-1 – Converted to Work Product with CR-3-00034-01
2. DELIVERABLE NAME	SDU Collection Procedures
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal state acceptance required.
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	Annually
7. DATE OF FIRST SUBMISSION	Contract start + 6 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	CO 1.1
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00034-01 converts this CDL to a work product. Work product shall be reviewed and approved in accordance to the "SDU Service Provider Work Product Review and Approval Procedures" as identified for a level 3 review.

Format is at SP's discretion with State review and approval. The SDU Collection Procedures provide instructions for processing collections. The SDU Collection Procedures shall be consistent with DCL 03-17, Guide for Auditing State Disbursement Units June 2003, and shall include at a minimum procedures for:

- 1) Mail pickup
- 2) Mail processing
- 3) EFT processing
- 4) Credit card processing
- 5) Cash handling (including separation of cash handling)
- 6) Separation of duties
- 7) Data capture
- 8) Receipting and recording
- 9) Collection reconciliation
- 10) Depositing funds
- 11) Data transmission
- 12) Exception processing (e.g. NSF's)
- 13) Misdirected mail
- 14) Identifying and forwarding address changes to CSE
- 15) Safe access controls
- 16) Counterfeit currency
- 17) Data retention and destruction
- 18) Fraud prevention measures

CONTRACT #

1. DELIVERABLE IDENTIFIER	CO 001-2 – Converted to Work Product with CR-3-00034-01
2. DELIVERABLE NAME	SDU Collection Procedures
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal state acceptance required.
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	Annually
7. DATE OF FIRST SUBMISSION	Contract start + 12 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	CO 1.1
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00034-01 converts this CDL to a work product. Work product shall be reviewed and approved in accordance to the "SDU Service Provider Work Product Review and Approval Procedures" as identified for a level 3 review.

Format is at SP's discretion with State review and approval. The SDU Collection Procedures provide instructions for processing collections. The SDU Collection Procedures shall be consistent with DCL 03-17, Guide for Auditing State Disbursement Units June 2003, and shall include at a minimum procedures for:

- 1) Mail pickup
- 2) Mail processing
- 3) EFT processing
- 4) Credit card processing
- 5) Cash handling (including separation of cash handling)
- 6) Separation of duties
- 7) Data capture
- 8) Receipting and recording
- 9) Collection reconciliation
- 10) Depositing funds
- 11) Data transmission
- 12) Exception processing (e.g. NSF's)
- 13) Identifying and forwarding address changes to CSE
- 14) Safe access controls
- 15) Counterfeit currency
- 16) Data retention and destruction
- 17) Fraud prevention measures

CONTRACT #

1. DELIVERABLE IDENTIFIER	DB 001-1 – Converted to Work Product with CR-3-00034-01
2. DELIVERABLE NAME	SDU Disbursement Procedures
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal state acceptance required.
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	Annually
7. DATE OF FIRST SUBMISSION	Contract award + 6 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	DB 1.1
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00034-01 converts this CDL to a work product. Work product shall be reviewed and approved in accordance to the "SDU Service Provider Work Product Review and Approval Procedures" as identified for a level 3 review.

Format is at SP's discretion with State review and approval. The SDU Disbursement Procedures shall include at a minimum procedures for:

- 1) Processing disbursement instructions
- 2) Printing and sorting checks
- 3) Sending electronic payments
- 4) EPC disbursement
- 5) Disbursement reconciliation
- 6) Exception processing (e.g. voiding checks, returned checks, reprint checks damaged in production, and lost or stolen checks)
- 7) Mailing checks and notices
- 8) Safe access controls
- 9) Data transmission
- 10) Fraud prevention measures

CONTRACT #

1. DELIVERABLE IDENTIFIER	DB 001-2 – Converted to Work Product with CR-3-00034-01
2. DELIVERABLE NAME	SDU Disbursement Procedures
3. STANDARD	In Accordance with Format/Content Requirements
4. ACCEPTANCE	No formal state acceptance required.
5. TIMEFRAME FOR STATE ACCEPTANCE	N/A
6. FREQUENCY OF SUBMISSION	Annually on the first State business day 12 months following the first submission.
7. DATE OF FIRST SUBMISSION	Contract award + 12 months
8. DATE OF SUBSEQUENT SUBMISSION	N/A
9. DELIVERY/FORMAT	Electronic & Hard Copy/In Accordance With CCSAS Office Automation Standards
10. STATEMENT OF WORK REFERENCE	DB 1.1
11. FORMAT/CONTENT REQUIREMENTS	

CR-3-00034-01 converts this CDL to a work product. Work product shall be reviewed and approved in accordance to the "SDU Service Provider Work Product Review and Approval Procedures" as identified for a level 3 review.

Format is at SP's discretion with State review and approval. The SDU Disbursement Procedures shall include at a minimum procedures for:

- 1) Processing disbursement instructions
- 2) Printing and sorting checks
- 3) Sending electronic payments
- 4) EPC disbursement
- 5) Disbursement reconciliation
- 6) Exception processing (e.g. voiding checks, returned checks, reprint checks damaged in production, and lost or stolen checks)
- 7) Mailing checks and notices
- 8) Safe access controls
- 9) Data transmission
- 10) Fraud prevention measures